

General Notices

These notes are for guidance and not part of the conditions on which KCOM provides service. In any conflict between these notes and those conditions, the latter shall prevail.

1. Abortive work

Where an application for service is cancelled KCOM may charge the customer the amount which would have been payable for the minimum period of service at the rate in force when the work was rendered abortive. Where this is not ascertainable, an amount in relation to the cost of the work may be calculated.

2. Announcement of Significant Price Changes

Changes to call charges from 01 May 2017 (calls not included in bundles)

From 01 May, the pence per minute (ppm) rate for calls to UK national landlines (beginning 01, 02, 03) will increase from 9.5ppm to 10.5ppm.

From 01 May KCOM's Access Charge for calls to Service Numbers (beginning 08, 09) will also increase from 9.5ppm to 10.5ppm.

3. Connection charge

A connection charge is payable in respect of any provision of telecommunications service (whether or not such provision involves the connection of apparatus); and any connection (whether direct or indirect) of a private attachment.

4. Rental charge

All rental prices quoted in this manual are the annual charge. Where rental payments are calculated for a period of less than one year, the calculation will be made on a daily basis.

5. Removals of connecting points

Where a customer applies for the removal within the same set of premises, alteration, or substitution of a service connecting point, KCOM may require the customer to give notice that he wishes to cease being provided with service by means of his existing connection point and to make a fresh application for service. Where KCOM accedes to the customer's request, the charge may be calculated according to man hour rates.

6. Take-over charge

Where KCOM provides telecommunication services at premises at which it was previously provided for another customer without any alteration to the means of provision of service, KCOM may require the customer to pay the applicable take-over charge.

7. Value added tax

All charges are subject to Value Added Tax (VAT) at the current rate. With the exception of charges for calls from Coin box telephone lines and Payphones, charges quoted exclude VAT which is added to the customer's bill as a separate item.

Columns in this manual which are headed 'Inc. VAT' show the cost inclusive of VAT, rounded up to the nearest whole penny or part, to help customers estimate total costs of the equipment and services. They are based upon the current rate of tax of 20%.

8. Out of normal hours working

Where a customer requests KCOM to carry out work to provide telephone service outside KCOM' normal working hours, the customer shall pay a charge for the work calculated by reference to KCOM' applicable man hour rate.

9. Obsolescent / discontinued

Products identified as obsolescent, discontinued or abbreviated OBS in this manual are not available for new supply. The price list should not be regarded as giving a definitive list of such products.

10. Administration charges

Description	Charge
Late Payment Fee (Residential)**	£5.00

Description	Ex VAT	Inc. VAT
Administration fee for uncleared cheques or failed direct debits.	£20.00	£24.00
Referral fee for transfer to debt collection agencies	£21.28	£25.54

**This late payment fee will be applied if payment has not been received by the due date on the bill.

This change is only applicable to the Residential late payment charge.

11. Wiring maintenance

Any additional sockets fitted to customers' premises will have a 12 month wiring maintenance warranty. If a customer moves premises whilst the maintenance agreement is valid, then this service is not carried forward to the new premises. This will apply to all customers who have additional analogue, ISDN or Superway lines fitted by KCOM.

12. Additional hull white pages entry

This charge applies if a KCOM Residential customer requires an additional entry in the Hull White Pages.

	Ex VAT	Inc. VAT
Additional entry in the Hull White Pages	£25.00	£30.00

13. Change of contract name charge

This charge applies if a customers' name is changed by request.

	Ex VAT	Inc. VAT
Change of Contract Name	£0.00	£0.00

14. Fair Usage Policy

Local and National calls

Packages that include unlimited Local and/or National calls (to UK landline and UK mobile numbers beginning 01, 02, 03 and 07) are subject to a Fair Usage Policy of 1,000 minutes or 150 calls in a month. If either of these limits is exceeded by the customer, KCOM reserves the right to charge the standard KCOM rates for these calls until further notice.

0845 and 0870 inclusive calls

Packages that have 0845 and 0870 inclusive calls, have up to 60 minutes duration (excluding calls to identified dial-up internet access numbers) during applicable inclusive times. Redial before 60 minutes to avoid being charged. Fair Usage Policy: 1,000 minutes or 150 calls in a month. If either of these limits is exceeded by the customer, KCOM reserves the right to charge the standard KCOM rates for these calls until further notice.

15. Ringing equivalent number (REN)

Every telephone has a Ringing Equivalent Number (REN) - most have a REN value of 1. (This can usually be checked by looking at the equipment base). The total REN value of the equipment

connected to a KC line should not exceed 4. Exceeding 4 may impede the quality of service received and may result in customers' equipment not working correctly.

It should be noted that although most standard phones have a REN Value of 1, some fax machines, answer machines and modems may have high REN values. Customers should check what equipment they have connected to ensure the overall value does not exceed 4.

16. Call calculation policy

1. These calls are timed to the next second
2. These calls are subject to a 7.20p minimum call charge (Including VAT)
3. Total call charges are rounded to the next whole penny (Excluding VAT)
4. These calls are subject to a 4.80p minimum call charge (Including VAT)
5. These calls are timed to the next whole minute
6. National 'B' calls and calls to UK Mobile numbers are subject to a 17.00p set up charge (including VAT) all other calls are subject to a 13.75p set up charge (including VAT)

17. Call bundling

Calls are allocated to a bundle period using the call registered date, this is the date a call is registered on the billing system. If for any reason there is a delay in registering a call on the billing system, that call may appear in a bundle period different to the period in which the call was made.

The call bundle period is the same as the call period shown within the Your Calls section of the bill.

18. Paper-free billing

Paper-free billing is available to any customer on a residential broadband tariff. Registration for online billing is via www.kcomhome.com/Account or by calling our Customer Services team on 01482 602555.

Account balance information will be available by calling 01482 602555. Copy bills can be provided on request, at a charge of £5.75 Inc. VAT per bill.

The discount is £1.50p Inc. VAT per line, per month and will be applied as a bill credit to the next or subsequent bill produced **after** registration. Registration must be completed at least 2 weeks prior to the next bill date to take effect on the next bill. Customers who change from paper to paper-free billing or from paper-free to paper billing more than twice during any 12 month period, will not be eligible for the discount. In such circumstances, subscription to paper-free billing for a continuous period of 6 months is required in order to receive the discount.